



JOB OPPORTUNITY

CALIFORNIA DEPARTMENT OF INSURANCE

Information Systems Technician (Permanent Intermittent)

\$2480- \$3737

**Statewide Network Support Bureau
Sacramento**

RESPONSIBILITIES:

Under the direction and close supervision of the Data Processing Manager II of the California Department of Insurance (CDI) Sacramento Server Administration and Help Desk, the Information Systems Technician (IST) provides quality customer service and Tier 1 technical help desk support to employees of the CDI. Support tasks include but are not limited to desktop, laptop, telephone, printers, network, e-mail, and mobile devices. The IST will be responsible for assisting users through the Sacramento Help Desk Call Center, completing assigned work orders, and escalating any issues. The IST will also be responsible for creating, distributing, and completing work orders through the CDI help desk management system (BMC Track-it!). Additionally, the IST will generate reports for management inquiries. The IST will also assist with the basic setup and configuration as well as refresh all department technology equipment.

DESIRABLE QUALIFICATIONS:

- Strong Information Technology (IT) skills, and knowledge;
- Ability to assess problems, research issues, and apply solutions;
- Ability to work independently and in a team environment;
- Possess excellent customer service skills;
- Excellent organizational skills and attention to detail;
- Ability to communicate effectively with Department staff and external contacts;
- Ability to follow verbal and/or written instructions;
- Ability to spell correctly and use proper grammar;
- Ability to lift up to 40 pounds;

WHO MAY APPLY:

Applications will be accepted from current State employees at the Information Systems Technician level, those within transfer range, or those with list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. ***All applicants must clearly indicate the basis of their eligibility (i.e., SROA, surplus, reemployment, reinstatement, transfer, list eligibility or Training and Development Assignment) on the state application.***

APPLICATION PROCEDURE:

Send a completed standard State of California application to Linda Story, Department of Insurance, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **Please indicate "Information Systems Technician, # 413-104-1360-xxx" on the State application.** Applications received without the above information may not be considered for review. For additional information, please call (916) 492-3316 or email Linda.Story@insurance.ca.gov.

FINAL FILING DATE: August 28, 2012 – Close of Business

NOTE: Interested individuals must submit applications in order to be considered for this position.

PLEASE NOTE: Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to the State Personnel Board for review and the applicant's name may be removed from the eligibility list.

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DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.